



CITY OF SANTA BARBARA
 POST OFFICE BOX 60809
 SANTA BARBARA, CA 93160-0809
 SEE REVERSE FOR CONTACT INFORMATION

Utility Bill

BILLS MAY BE PAID AT CITY HALL : 735 ANACAPA - MAKE CHECKS PAYABLE TO : CITY OF SANTA BARBARA

ACCOUNT INFORMATION

Account #: _____
 Customer Name: CAFE
 Service Address: STATE ST
 Billing Date: 02/19/09
 Service Period: 01/15/09 to 02/12/09
 Next Reading On or About: 03/14/09

BILLING SUMMARY

Previous Balance	\$2,565.34
Payment Received	-2,565.34
BALANCE FORWARD	0.00
CURRENT CHARGES - MUST BE PAID BY:	03/11/09
Water Service:	604.53
Trash & Recycling Service:	1,590.16
Sewer Service:	331.20
Total Current Charges:	2,525.89

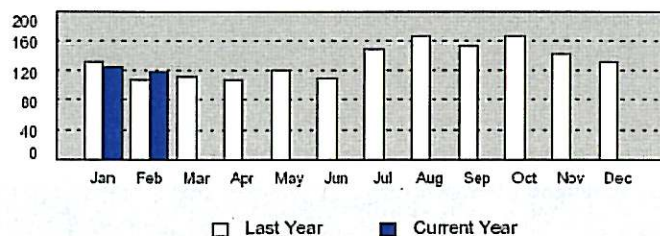
TOTAL CHARGES NOW DUE \$2,525.89

SEE REVERSE FOR DETAIL OF CURRENT CHARGES

WATER USAGE INFORMATION

Meter #: 026753625C
 Current Reading: 7738 Previous Reading: 7618
 Current Usage: 120 HCF (89,760 gallons)

Your Water Usage in HCF
 (One HCF = 748 gallons)

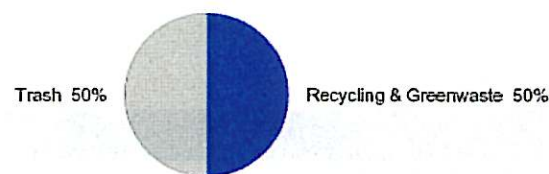


During winter months plants need less water-reset your sprinkler timer to run less often & turn off after rain. Free rain sensors available for qualifying customers. Call 564-5460 or visit www.SantaBarbaraCA.

TRASH & RECYCLING INFORMATION

Containers	Number	Pickup Days
Recycling Dumpster 4 yd	1	M T W Th F Sa
Trash Dumpster 4 yd	1	M T W Th F Sa

Your Trash & Recycling Service



The City's goal is to have Recycling & Greenwaste at 66% or more for each customer. Call Environmental Services at 805 564-5631 for help with this.

Return bottom portion along with your payment and make your check payable to City of Santa Barbara



CITY OF SANTA BARBARA
 POST OFFICE BOX 1990
 SANTA BARBARA, CA 93102-1990

Utility Bill

ACCOUNT INFORMATION

BILLING DATE: 02/19/09
 DELINQUENT DATE: 03/11/09
 ACCOUNT NUMBER: 000456-720618
TOTAL NOW DUE: \$2,525.89
 AMOUNT ENCLOSED:



REMIT TO:
 CITY OF SANTA BARBARA
 PO BOX 60809
 SANTA BARBARA CA 93160-0809



**SINGLE-PIECE 2 SGL 51866FA17-A-1
 257 1 SP 0.420



CAFE
 STATE ST
 SANTA BARBARA CA 93101-1602



85660004567206180000000000252589

BILLING DETAIL

WATER SERVICE		Usage (HCF)	Unit Cost	Current Amount
Monthly Meter Charge				\$17.35
Commercial/Industrial Block 1 Water Usage		116	\$4.60	533.60
Commercial/Industrial Block 2 Water Usage		4	\$4.84	19.36
Utility Users Tax - Water				34.22
			Subtotal:	\$604.53
SEWER SERVICE				
Volume Charge		120	\$2.76	331.20
			Subtotal:	\$331.20
TRASH & RECYCLING SERVICE				
	Number	Pickups/week	Share	Current Amount
Recycling 4 yd Dumpster	1	6	100%	160.42
Trash 4yd Dumpster	1	6	100%	1339.73
Utility User's Tax-Trash & Recycling				90.01
			Subtotal:	\$1,590.16
TOTAL CURRENT CHARGES:				\$2,525.89

WHO TO CALL & PAYMENT OPTIONS**WHO TO CALL**

Trash questions, begin/cancel service, or trash was not picked up: **Marborg 805-963-1852**
 Other questions about trash and recycling: **(805) 564-5631** or visit: **www.sbrecycles.org**
 Unusually high water use and conservation questions: **805-564-5460** or **www.SantaBarbaraCA.gov**
 Water/sewer billing questions, begin/cancel service, or address changes: **(805) 564-5343**

If you would like your monthly payment automatically deducted from your bank account, contact the water/sewer billing office or download the Application for Auto Pay form at: **www.santabarbaraca.gov/water**

Credit card payments are accepted only at the City Hall Cashier's Office at **735 Anacapa St, Santa Barbara, CA.**

PROCEDURE FOR REVIEW AND APPEAL OF DISPUTED UTILITY BILLINGS

- 1. REVIEW BY ACCOUNTING MANAGER.** A customer who desires to dispute the accuracy of a bill for water, sewer, and/or refuse service shall, no later than 40 days from the date of the original bill, submit a written request to the City's Accounting Manager, or designated representative, for review of the bill. Upon such a request, the customer shall be given an opportunity for a review, investigation and hearing by the Accounting Manager, or designee, concerning the accuracy of the bill. The Accounting Manager, or designee, shall have the authority to correct an erroneous bill. The customer shall be given written notification of the decision regarding the dispute.
- 2. APPEAL TO FINANCE DIRECTOR.** If a customer disagrees with the decision of the Accounting Manager, or designee, the customer may appeal that decision to the Finance Director. Any such appeal must be filed in writing with the Finance Director at City Hall within five (5) days after written notice of the decision of the Accounting Manager, or designee, is given to the customer. The Finance Director, or a designated representative, may review the accuracy of the amount billed, but will not review appeals under this procedure concerning service, general level of rates, pending rate changes, source of water and similar matters. All decisions of the Finance Director will be final.
- 3. DISCONTINUANCE OF SERVICE FOR FAILURE TO PAY.** Water service will be discontinued if a bill has not been paid in full and a timely and proper appeal has not been filed or an appeal has been denied and the appeal is final.
- 4. NOTICE.** Under this review and appeal procedure, notice by City is deemed to be given when (1) personally given to the customer, (2) left at the premises where the service was given, or (3) enclosed in an envelope addressed to the customer with postage prepaid and deposited in the United States mail.